



TRAINING NEWSLETTER

March 2007

WORKFLOW ANALYSIS WORKSHOP

In February, Brian Mayer and Cindy Axne with PDS facilitated a workflow analysis workshop for the Attorney General's Office Crime Victim Assistance Division (CVAD). There were two primary goals for the two-day workshop. The first was to strengthen the group as a team, gaining better understanding of each other and increasing the effectiveness of their communications. The second was to evaluate current work processes to see where there were opportunities to drive efficiency and quality.

The day began with an analysis of the DiSC® Classic behavioral profiles participants were asked to complete prior to the workshop. The profiles provided valuable insight to each participant about their personal behaviors and those of their co-workers. Understanding behavior tendencies and preferences plays a pivotal role in improving team interactions and results.

The day continued with an introduction to a nine-step method to identify process improvement opportunities. The workshop was customized by including actual CVAD procedures in the nine-step method to ensure discussions and examples directly pertained to the group.

On the second day, the group was broken up into four teams. Each team used the nine-step method to develop new ideas for improving their processes. The excitement and progress within the groups was outstanding and when each group presented their ideas to the whole group, it was quickly determined there were a number of plans that could be implemented immediately!

Feedback from the workshop was encouraging and participants walked away with the knowledge, tools, and ideas to begin making positive improvements in their workgroup.

If you are interested in a workshop that will generate new successes and increased efficiency in your team, please contact Brian Mayer, (515) 281-6338 or brian.mayer@iowa.gov to discuss how PDS can customize this workshop for you.

Are you looking for a speaker for an upcoming conference?

PDS has facilitators available for speaking engagements at your conferences and meetings. There are a variety of topics available for your keynote lectures and break-out sessions.

**Communication
Coaching
Change
Computer Security
Teamwork
Customer Service
Interviewing
Leadership
Listening
Conflict Resolution**

Content can be customized for the timeframe you have available. Prices begin at \$125/hour.

Recent Conferences / Presentations

Two 2-hour breakout sessions at the Iowa Rural Water Association 32nd Annual Conference.

Topics: Interviewing Skills and Coaching

1-hour breakout session at the Iowa Association of Counties Conservation Board Employees Winterfest.

Topic: Customer Service

"Change is only another word for learning, therefore, the theories of learning will also be the theories of changing. If you want to change, try learning, one might say, or more precisely, if you want to be more in control of your change, take learning more seriously." -- Charles Handy

Upcoming Workshops

[Grant Seeking](#) – March 16, 2007

Proactive grant seeking; how to build your ideas, then research prospective grantors to match their interests with your ideas

[Managing Stress Effectively](#) – March 27, 2007

Confront stressors in all aspects of life, from families and relationships to thinking processes and personal life choices; acknowledging and overcoming challenges

[Communication Enhancement](#) – April 4, 2007

Understanding the best tactics for communicating with peers, managers, suppliers, and customers utilizing the Keirsey Temperament Sorter II

[Grant Writing](#) – April 6, 2007

Creating urgency; how to write a proposal that conveys why your project is needed; presenting a clear, concise, and compelling picture

[The Effective Facilitator](#)

March 23, 2007

8:30 am – 4:30 pm

Facilitate: "to make easy or easier"

Many of us *facilitate* conversations, brainstorming, and problem solving in group work, meetings, and project teams without even realizing. Think of how productive you could be with the right tools and understanding of reinforcing facilitation behaviors. Learn and practice ways to effectively build and elaborate, clarify, test for understanding, energize and motivate, and observe.